Palisade DecisionTools known issue

Palisades known issues by class year and tools in their decision suite.

Information

**Known Issues: Simulations/Models won’t run in Excel.** Some Excel add ins conflict. Turn off unused add ins.

Palisade DecisionTools contains the following applications:

@Risk, BigPicture, PrecisionTree, TopRank, NeuralTools, StartTools, Evolver, RISKOptimizer

DecisionTools is a Windows only application that works within Excel 32-bit version.

Some of the applications require you to open Excel first and then open the application from the Start menu. (PrecisionTree)

**Palisades Decision Tools Suite Version Issues**

The **Class of 2017** was provided Palisades 6.3 and Office 2013, if either Office was upgraded to Office365 (2016) Palisades 6.3 will not work appropriately and needs to be upgraded to version 7. There have also been reports that recent Windows Updates have caused a “runtime error 91 object variable not set” that requires a repair of both Palisades and Office regardless of the version installed.

The **Class of 2018** was provided Palisades 7 and Office 2013/2016. Recent Windows Updates have caused a “runtime error 91 object variable not set” that requires a repair of both Palisades and Office regardless of the version installed.

The **Class of 2019** was provided Palisades 7.5.1 and Office 2016. The below error may display if the student fails to remove Office 64-bit version from the computer. Issue is resolved once student installs Office 32-bit version offered on the Software Downloads Portal page and reattempts installer if applications are not already installed.

```
[Error]
C:sers\abs7\Downloads\DecisionTools\install.bat

Windows cannot find 'C:sers\abs7\Downloads\DecisionTools\install.bat'. Make sure you typed the name correctly, and then try again.
```

Read about additional issues with **@Risk not displaying in the Excel Ribbon** Palisade support article.

More information can be found on the [Palisade](#) website.
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